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RULES RELATING TO COMPULSORY MINIMUM TRAINING STANDARDS FOR DISPATCHERS

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6 VAC 20-60-10 Definitions.

The following words and terms, when used in this chapter shall have the following meaning, unless the context clearly indicates otherwise:

"*Academy director*" means the chief administrative officer of a certified training academy.

"*Agency administrator*" means any chief of police, sheriff, or agency head of a state or local law-enforcement agency or person in charge of a communications center.

"*Board*" means the Criminal Justice Services Board.

"*Certified training academy*" means a training ~~school which provides instruction of at least the minimum training standards mandated by the board and has been approved by the department for the specific purpose of training criminal justice personnel~~ facility in compliance with academy certification standards operated by the state or local unit(s) of government for the purpose of providing instruction of compulsory minimum training standards.

"Compulsory minimum training standards" means the performance outcomes and minimum hours approved by the Criminal Justice Services Board.

"Curriculum Review Committee" means the committee consisting of thirteen individuals representing certified academies. Four (4) members of the committee shall represent regional criminal justice academies, four (4) members of the committee shall represent independent criminal justice academies, one member shall represent the Department of State Police Training Academy and four (4) experienced communications personnel representing emergency communication functions. The Committee on Training shall appoint members of the Curriculum Review Committee.

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"Department" means the Department of Criminal Justice Services.

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"Director" means the chief administrative officer of the department.

"Dispatcher" means any person employed by or in any local or state government agency either full or part-time whose duties include the dispatching of law-enforcement personnel.

"Emergency medical dispatcher training" means training which meets or exceeds the training objectives in the document entitled ~~"Performance Based Training and Testing Objectives for Compulsory Minimum Training Standards for Dispatchers."~~ Performance Outcomes, Training Objectives, Criteria, and Lesson Plan Guides for Compulsory Minimum Training for Dispatchers."

"VCIN/NCIC training" means approved training as specified by the Virginia Department of State Police for dispatchers accessing Virginia Crime Information Network/National Crime Information Center information.

Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §1; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

6 VAC 20-60-20 Compulsory minimum training standards.

A. Pursuant to the provisions of §9-170(8) of the Code of Virginia, the board establishes the following as the compulsory minimum training standards for dispatchers:

Hours

~~A. Classroom training.....~~40 Hours

- ~~1. Introduction and role of dispatcher~~
- ~~2. Interpersonal and psychological job factors~~
- ~~3. Operating procedures~~
- ~~4. Rules and regulations governing communications~~
- ~~5. Emergency communications plans/disasters~~
- ~~6. Liability~~
- ~~7. Elective studies~~
 - ~~a. Cultural diversity;~~
 - ~~b. Communicating with difficult people;~~

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~~c.a. Effective listening skills; or~~

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~~d. Optional job-related subjects (selected at discretion of the certified training academy and subject to the provisions of 6 VAC 20-60-70 A)~~

~~e. Testing and evaluation~~

~~B. On the job training.....40 Hours~~

~~1. On the job training will include a minimum of 40 hours of local training with selected experienced personnel. Local departments or agencies will follow the format as set forth below in subdivision b. On the job training must be completed and the appropriate form forwarded to the department as stated in subsection A of 6 VAC 20-60-40.~~

~~2. On the job training local. Agency/department policies, procedures, regulations~~

~~a. Agency/department geographical area~~

~~b. Agency/department telephonic system and equipment operations~~

~~c. Agency/department radio system and equipment operations~~

~~d. Structure of local government~~

~~e. Local ordinances Legal documents and requirements~~

~~f. Governmental and private agency resources~~

~~g. Other training if applicable:~~

~~(1) Emergency medical dispatcher~~

~~(2) VCIN/NCIC~~

~~TOTAL HOURS80~~

A. The performance outcomes are detailed in the document entitled “Performance Outcomes for Compulsory Minimum Training for Dispatchers,” Section 20-60-100. Performance Outcomes may not be changed except as noted in Section 6 VAC 20-60-25 through the Administrative Process Act.

B. Academy training

1. Category 1 – Communications

2. Category 2 – Judgment

3. Category 3 – Equipment Use

4. Category 4 – Legal Issues

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5. Category 5 – Professionalism

6. Category 6 – General Assistance

Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §2; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

Cross references

Time requirement for completion of training of dispatchers, 6 VAC 20-60-40

Testing objectives of certified training academies, 6 VAC 20-60-70

6 VAC 20-60-25. Approval Authority

A. The Criminal Justice Services Board shall be the approval authority for the training categories, hours and performance outcomes of the compulsory minimum training standards. Amendments to training categories, hours and performance outcomes shall be made in accordance with the provisions of the Administrative Process Act (§ 9-6.14:1 et seq. of the Code of Virginia).

B. The Committee on Training of the Criminal Justice Services Board shall be the approval authority for the training objectives, criteria and lesson plan guides which support the performance outcomes. Training objectives, criteria and lesson plan guides supporting the compulsory minimum training standards and performance outcomes may be added, deleted or amended by the Committee on Training based upon written recommendation of a chief of police, sheriff, agency administrator, academy director, non-law enforcement head of a communications center, or the Curriculum Review Committee.

Prior to approving changes to training objectives, criteria or lesson plan guides, the Committee on Training shall conduct a public hearing. Sixty (60) days prior to the public hearing, the proposed changes shall be distributed to all affected parties for the opportunity to comment. Notice of change of training objectives, criteria and lesson plan guides shall be filed for publication in the Virginia Register of Regulations upon adoption, change or deletion. The department shall notify each certified academy in writing of any new, revised, or deleted objectives. Such adoptions, changes or deletions shall become effective thirty (30) days after notice of publication in the Virginia Register.

6 VAC 20-60-30 Applicability.

- A. All dispatchers employed by or in any local or state government agency whose duties include the dispatching of law-enforcement personnel and who was hired on or after July 1, 1988, must meet compulsory minimum training standards established at the time of their appointment, unless provided otherwise in accordance with subsection B in this chapter.
- B. The director may grant an exemption or partial exemption of the compulsory minimum training standards established herein, in accordance with §9-173 of the Code of Virginia.

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Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §3; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994

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6 VAC 20-60-40 Time requirement for completion of training.

- A . Every dispatcher who is required to comply with the compulsory minimum training standards must satisfactorily complete the required training set forth in 6 VAC 20-60-20, within 12 months of the date of appointment as a dispatcher, unless provided otherwise in accordance with subsection B.
- B . The director may grant an extension of the time limit for completion of the compulsory minimum training standards under the following conditions:
- 1 . The chief of police, sheriff, or agency administrator shall present written notification that the dispatcher was unable to complete the required training within the specified time limit due to:
 - a . Illness;
 - b . Injury;
 - c . Military service;
 - d . Special duty assignment required and performed in the public interest;
 - e . Administrative leave involving the determination of worker's compensation or disability retirement issues, or suspension pending investigation or adjudication of a crime; or
 - f . Any other reason documented by the agency administrator. Such reason must be specific and any approval granted shall not exceed 90 days.
 - 2 . Any extension granted under subdivision 1 e of this subsection shall require the dispatcher to complete compulsory minimum training prior to resuming job duties. Requests may be granted for periods not to exceed 12 months.
 - 3 . The agency administrator must request such extension prior to expiration of any time limit.
- C. Any dispatcher, having previously and successfully completed the Compulsory Minimum Training Standards, who resigns and is re-appointed within 12 months from departure, will not be required to complete the Academy training class.

Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §4; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

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Cross references

Compulsory minimum training standards for dispatchers, 6 VAC 20-60-20

Administrative time requirements, 6 VAC 20-60-90

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6 VAC 20-60-50 ~~How compulsory minimum training standards may be attained.~~ Compliance with compulsory minimum training standards

A. The compulsory minimum training standards shall be ~~attained by attending and satisfactorily completing the required dispatcher training-~~ accomplished by satisfactory completion of the academy training objectives at a certified training academy and the successful completion of on-the-job training objectives as provided by 6 VAC 20-60-30 B. as applicable.

~~B.~~ B. Dispatchers attending compulsory minimum training at a certified training academy are required to attend all classes and should not be placed on duty or call except in cases of emergency.

C. The Criminal Justice Services Board will provide a transition period for implementation of this chapter. The transition period shall begin January 1, 2002. During the transition period, certified training academies may conduct dispatcher entry-level training using the performance objectives within the "Compulsory Minimum Training Standards for Dispatchers," effective July 5, 1989, or the performance outcomes and training objectives. Accordingly, any certified training academy may institute a curriculum transition by replacing existing performance objectives with the revised performance outcomes and training objectives. Effective July 1, 2002, all entry-level training programs shall meet the requirements of 6 VAC 20-60-100.

Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §5; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

6 VAC 20-60-60 Approved training schools.

- A. Dispatcher classroom training may only be provided by a certified training academy. The certified training academy shall submit to the department the curriculum and other information as designated, within time limitations established by the department.
- B. Each academy director will be required to maintain a file of all current lesson plans and supporting materials for each subject contained in the compulsory minimum training standards.
- C. A certified training academy is subject to inspection and review by the director or staff.

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D. To become a certified academy, a state or local unit of government must demonstrate a need which contains the following elements:

1. The inability to obtain adequate training from existing academies or a sufficient hardship which renders the use of other existing academies impractical.
2. Based upon a training needs assessment, a sufficient number of officers to warrant the establishment of a full-time training function for a minimum of five years.

E. In addition, the state or local unit of government must make the following commitments:

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1. The provision of a full range of training to include entry-level training and specialized training.
2. The assignment of one position with primary responsibility as academy director and one clerical position to support training and training related functions and instructor certification.
3. The maintenance of a training facility adequate to conduct training in accordance with academy certification standards.
4. The commitment of sufficient funding to adequately support the training function.

F. Process.

1. The state or local governmental unit shall submit a justification, to the Committee on Training as described in subsection B of this section. The Committee on Training shall review the justification and make a recommendation to the department as to whether the establishment of an academy is warranted.
2. If the Committee on Training recommends the establishment of the proposed academy, the department shall make a determination as to whether the establishment of the academy is warranted.
3. If the establishment of the academy is approved by the department, the proposed academy must successfully complete the academy certification process.

G. The certified training academy shall submit to the department its curriculum and other information as designated within time limitations established by the department.

H. Each academy director shall maintain a file of all current lesson plans and supporting material for training objectives, and shall provide this information to the director upon request.

I. A certified training academy is subject to inspection and review by the director or his staff.

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~~D. The department may suspend the certification of a certified training academy upon written notice, which shall contain the reason(s) upon which the suspension is based, to the school's director. The academy's director may request a hearing before the director or his designee. The request shall be in writing and must be received by the department within 15 days of the date of notice of suspension. The academy's director may appeal the director or designee's decision to the board.~~

~~E. The department may revoke the certification of any certified training academy upon written notice which shall contain the reason(s) upon which the revocation is based to the school's director. The academy's director may request a hearing before the director or his designee. The request shall be in writing and must be received by the department within 15 days of the date of the notice of revocation. The academy's director may appeal the director or designee's decision to the board.~~

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J. The department may suspend or revoke the certification of any certified training academy upon written notice, which shall contain the reason or reasons upon which the suspension or revocation is based, to the academy's director. The academy's director may request a hearing before the director. The request shall be in writing and shall be received by the department within 15 days of the date of the notice of the suspension or revocation. The academy's director may appeal the director's decision to the board.

Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §6; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

6 VAC 20-60-70 Grading.

~~A. Each certified training academy shall test each student in accordance with the objectives in the document entitled "Performance Based Training and Testing Objectives for Compulsory Minimum Training Standards for Dispatchers." Any certified training academy providing training in accordance with subdivision 1 g (4) of 6 VAC 20-60-20 shall be required to develop performance based training and testing objectives and test for any optional job related subjects selected.~~

A. All certified training academies shall utilize testing procedures which indicate that every dispatcher has satisfactorily completed the criteria in each training objective approved by the Committee on Training of the Criminal Justice Services Board. A dispatcher may be tested and re-tested as may be necessary within the time limits of 6 VAC 20-60-40 and in accordance with each academy's written policy.

B. Certified training academies shall maintain accurate records of all tests, grades and testing procedures. Academy training records must be maintained in accordance with the provisions of these rules and §§ 42.1-76 through 42.1-91 Code of Virginia.

~~B.~~ C. Every individual attending compulsory minimum training shall satisfactorily complete each required performance objective—outcome, training objective, and criteria, and any optional job related subject performance—objective requirements, where applicable. Any individual who fails to satisfactorily complete any performance objective—outcomes or objectives in any subject will be required to attend that subject in a

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subsequent approved dispatcher training school and satisfactorily complete the required performance objective or objectives.

Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §7; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

Cross references

Compulsory minimum training standards for dispatchers, 6 VAC 20-60-20

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6 VAC 20-60-80 Failure to comply with rules and regulations.

Any individuals attending a certified training academy shall comply with the rules and regulations promulgated by the department. ~~and any other rules and regulations within the authority of the academy director.~~ The academy director shall be responsible for enforcement of all rules and regulations established to govern the conduct of attendees. If the academy director considers a violation of the rules and regulations detrimental to the welfare of the academy, the academy director may expel the individual from the certified training academy. Notification of such action shall immediately be reported, in writing, to the agency administrator of the dispatcher and the director.

Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §8; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

6 VAC 20-60-90 Administrative requirements.

- A. Reports will be required from the agency administrator and academy director on forms approved or provided by the department and at such times as designated by the director.
- B. The agency administrator shall, within the time requirement set forth in subsection A of 6 VAC 20-60-40, forward a properly executed on-the-job training form to the department for each dispatcher.

~~C. The academy director shall, within 30 days upon completion of the dispatcher training, submit to the department a roster containing the names of those individuals who have satisfactorily completed all classroom training requirements.~~

1. Submit to the department a roster containing the names of those dispatchers who have satisfactorily completed the compulsory minimum training standards.
2. Submit to the department the final curriculum with the training objectives, hours and instructor names listed.

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~~D.~~D. The academy director shall furnish each instructor with the performance based training and testing objectives for the assigned subject matter.

~~E.~~E. Each certified training academy shall maintain accurate records of all tests, grades and testing procedures. Dispatcher training records shall be maintained in accordance with the provisions of these regulations and §§42.1-67 through 42.1-91 of the Code of Virginia.

Statutory Authority

§9-170 of the Code of Virginia.

Historical Notes

Derived from VR240-01-5 §9; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

FORMS

Application for Exemption From Virginia Compulsory Minimum Training Standards, Form W-2, eff. 1/91.
On the Job Training Dispatchers, Form D-1, eff. 12/93.
Criminal Justice Training Roster, Form No. 41, eff. 1/93.

VAC60jk9.DOC

6 VAC 20-60-100 Performance Outcomes for Compulsory Minimum Training Standards for Dispatchers

Category 1 – Communication

In conjunction with responding to calls for public safety services, the dispatcher faces challenges every day that require knowledge, judgment, skill, and ability from multiple and varied sources. To meet these challenges successfully, the dispatcher must develop good communication skills in the performance of relevant duties. Expected performance outcomes in this category include the following:

- 1.1 Obtain information related to complaints and/or requests for service from the public, field units, and other agencies.**
- 1.2 Perform multiple tasks related to receiving information and dispatching appropriate response units.**
- 1.3 Apply standard communication techniques in receiving and transmitting information via radio and telephone.**
- 1.4 Disseminate information to the public, field units, and other agencies.**
- 1.5 Apply standard communication techniques when handling specialized situations via radio, telephone, and in person.**

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- 1.6 Complete departmental forms and reports as required.**
- 1.7 Assist caller(s) by providing initial emergency medical care to victims of accidents, illness and/or crimes, if applicable.**
- 1.8 Respond to disasters.**
- 1.9 Inform caller(s) regarding actions to take in hazardous situations.**

Category 2 – Judgment

In conjunction with responding to calls for public safety services, the dispatcher faces challenges every day that require knowledge, judgment, skill, and ability from multiple and varied sources. To meet these challenges successfully, the dispatcher must develop good judgment in the performance of relevant duties. Expected performance outcomes in this category include the following:

- 2.1 Receive, prioritize, and handle multiple tasks related to emergency call taking and dispatching using judgment based on policies and procedures.**
- 2.2 Receive and handle various types of non-emergency complaints and requests from the public or other agencies by using judgment based on policies and procedures.**

Category 3 – Equipment Use

In conjunction with responding to calls for public safety services, the dispatcher faces challenges every day that require knowledge, judgment, skill, and ability from multiple and varied sources. To meet these challenges successfully, the dispatcher must develop skills in the use of technical equipment required for performance of relevant duties. Expected performance outcomes in this category include the following:

- 3.1 Use computer-aided dispatch (CAD) equipment to enter complaint information, if applicable.**
- 3.2 Use written information or computer-aided dispatch (CAD) equipment to dispatch response units.**
- 3.3 Use telephone, radio, and computer equipment to handle specialized communication functions.**
- 3.4 Use computer-aided dispatch (CAD) equipment for reporting functions, if applicable.**
- 3.5 Use radio to process an emergency incident.**
- 3.6 Use VCIN/NCIC after certification.**
- 3.7 Receive and process alerts provided by alarm/security systems panel.**
- 3.8 Maintain equipment within the communications center.**

Category 4 – Legal Issues

In conjunction with responding to calls for public safety services, the dispatcher must identify legal requirements based on the Constitution of the United States, the Code of Virginia, and/or local ordinances where applicable. Expected performance outcomes in this category include the following:

- 4.1. Apply federal/state laws, local ordinances, and rules and regulations established for dispatch operations.**
- 4.2. Perform the duties of a dispatcher with awareness of general liability applicable to this job.**
- 4.3. Testify in court.**
- 4.4. Manage dispatch operations records.**

Category 5 -- Professionalism

In conjunction with responding to calls for public safety services, the dispatcher must demonstrate professionalism in every aspect of performance of these services. The dispatcher faces challenges every day that require knowledge, judgment, skill, and ability from multiple and varied sources. To meet those challenges successfully, the dispatcher must attain and maintain professionalism in the performance of all duties. Expected performance outcomes include the following:

- 5.1 Respond to stressful situations professionally.**
- 5.2 Respond to abusive callers or difficult people professionally.**

Category 6 – General Assistance

In conjunction with responding to calls for service, the dispatcher must identify requirements related to the employing law enforcement agency or local governmental agency. These requirements may be general in nature, but serve to enhance the ability of both the dispatcher and the agency to provide needed public safety services. Expected performance outcomes in this category include the following:

- 6.1 Provide general assistance to employers, the public, and other agencies through maintenance or use of required resource materials.**

